

Connecting the Goal to Action

Transform Michigan services through sharing and collaboration

Representative Initiatives for Goal 2*:



Consolidated Call Center Services A standardized Call Center solution that will become a single point of contact for citizens that have questions or concerns with government services. This initiative extends the infrastructure to all state agencies, including software, electronic document management, computer integrated telephony (CTI), interactive voice response system (IVR), web integration, transaction monitoring, and hardware.



Statewide e-Grants Portal Michigan's non-profit community has asked for a streamlined grant process that allows them to identify all their eligible grants.



e-Procurement This project will streamline and track current IT purchases for all agencies by developing a web-based procurement system that offers electronic purchase order processing and enhanced administrative functions to buyers and suppliers.



Crash Process Redesign (CPR) Traffic crash information is the critical component in reducing fatal and injury traffic crashes. The new system will improve the quality and timeliness of traffic crash reporting and will improve decision-making regarding statewide traffic safety programs administered by state and local agencies.



Statewide Intranet Initiative Build an effective and efficiently managed enterprise intranet infrastructure that will eventually host intranet sites for all agencies within the State of Michigan.



Michigan ASK (Agencies Sharing Knowledge) Create a statewide data sharing strategy and infrastructure that will provide a single, accurate and consistent source of data for the state's agencies and the services that they supply to its citizens.



Michigan Timely Application Permit System (MITAPS) Improving the State of Michigan's process for permits and licenses for both individuals and other entities doing business in Michigan will help make this state an easier place to do business, encourage the retention of existing jobs, and help foster the creation of new jobs for Michigan workers.